



FREQUENTLY ASKED QUESTIONS

When I try to click on the PROGRAMS tab, nothing happens. There may be a pop-up blocker on your computer that is keeping it from accessing the PROGRAMS component of the Community Profile Database. With the Community Profile Database open, change the settings on your computer's Internet security applications to allow pop-ups on this site.

When I request a new graph or try to change a dimension in a graph, my original graph keeps coming up. How do I fix this? You probably need to revise your internet settings so that they are not saving the first graph that you create. While in Internet Explorer, click on: Tools → Internet Options → Settings (for Temporary Internet Files) → then click the circle beside "Every visit to the page."

When a pop-up box opens, I can't see the bottom of the scroll bar and can't move to the bottom of the page. Click on the:  box in the upper right corner of the screen. It should change to: . You should then be able to use the scroll bar to move around the entire screen.

When I click on a link, a hand comes up or my computer freezes. How do I fix this? Your computer or your internet service provider may have software installed to block pop-up boxes. Some of this software gives the user the option to allow pop-ups on designated websites. If so, you can add this site to your allowed list. If you cannot find such an option, you may want to temporarily disable the software while you are on this website. Please be sure to enable it when you have completed your use of the site.

What internet browser should I use to view this website? The recommended browser for this website is Internet Explorer, Version 5.5 or higher. Other browsers also may work well with the system, but have not been fully tested.

The database works very slowly or doesn't always display numbers on the screen. Why? Several factors may affect the speed and performance of this system. First, the amount of data that can be transferred to your computer simultaneously has a major impact on how quickly the system responds to your requests. If you have a high-speed DSL or cable connection, response time will be much quicker than modem connections. Second, the processing speed of your computer may influence how quickly or whether images and reports appear. This can be improved by closing other applications that are running on the computer. Finally, the amount of memory in your computer may impact its speed.